



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item No. 2d

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Memorandum

TO: Operations Committee

DATE: April 1, 2011

FR: Executive Director

W.I. 105-1221, 310-2700

RE: ClipperSM Program Contract Actions

- i) Funding Agreement Amendment – Ticket Vending Machine Integration: Santa Clara Valley Transportation Authority (\$250,000)
- ii) Contract Amendment – Bay Crossings Store Operations: Nematode Holdings, LLC (\$167,000)

Program Status Report

ClipperSM average weekday transaction volume continues to increase. For the week ending March 11, average weekday transaction volume was just under 400,000. Recent and upcoming major initiatives include:

- The Caltrain monthly pass became ClipperSM-only on March 1, and Caltrain is now preparing for the expiration of paper 8-ride tickets on April 1. In anticipation of customer education needs similar to the monthly pass transition in March, MTC has scheduled 39 in-station outreach events for late March and early April. Additionally, outreach teams will ride every train during the evening commute on March 29, and teams will be in every station during the morning commute on April 1. The objective of the events is to address customer questions prior to customers' needing to contact the ClipperSM Customer Service Center.
- San Francisco Municipal Transportation Agency (SFMTA) will end sales of its paper M-Pass (unlimited rides on Muni for a given month) in March; April is the first month that the M-Pass will be available on ClipperSM only.
- BART continues to deploy ClipperSM functionality at its ticket vending machines. The integrated vending machines allow customers to add ClipperSM e-cash, which is valid on all participating transit systems. As of April 1, vending machines at 30 BART stations have ClipperSM functionality available to patrons. BART estimates completion of the remaining 14 stations by later this month.
- Golden Gate Ferry completed installation of smart card-only ClipperSM Ticket Machines in February. They will be beginning patron operations in April.

Contract Actions

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into the following contract actions.

i) Funding Agreement Amendment – Ticket Vending Machine Integration: Santa Clara Valley Transportation Authority (\$250,000)

In January 2010, the Operations Committee approved a funding agreement with Santa Clara Valley Transportation Authority (VTA) for integration of their ticket vending machines with ClipperSM. Because the funding provided by MTC must cover the entire effort, including the integration work required by the ClipperSM Contractor, Cubic Transportation Systems Inc., MTC withheld \$750,000 of the approved amount to ensure sufficient funding for Cubic. Cubic's price has come in under budget; as a result, staff proposes to add the remaining funds to the VTA Funding Agreement.

ii) Contract Amendment – Bay Crossings Store Operations: Nematode Holdings, LLC (\$167,000)

In January 2011, the Bay Crossings store at the San Francisco Ferry Building began offering expanded ClipperSM customer services to assist with overflow demand for ClipperSM services from the Embarcadero BART/Muni Metro station kiosk under a sole source contract with MTC in the amount of \$154,980. The sole source approval was based on the unique position of the Bay Crossing store as the only retail outlet in the Ferry Building aimed at providing transportation information to the public. Staff recommends amending this contract to extend the period of performance through June 30, 2012, at current staffing levels, at a cost of \$102,500.

Steve Heminger

SH:MC:lv

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Funding Agreement Amendment

Work Item No.: 105-1221 and 310-2700

Contractor: Santa Clara Valley Transportation Authority
San Jose, CA

Project Title: ClipperSM Integration with VTA Ticket Vending Machines

Purpose of Project: Integrate ClipperSM functionality with existing VTA ticket vending machines.

Brief Scope of Work: Modify existing VTA equipment to enable loading of ClipperSM cards from existing vending machines.

Project Cost Not to Exceed: \$250,000 (this amendment); previously executed funding agreement: \$1,000,000

Funding Source: CMAQ, STA, STP Exchange, Regional Measure 2 Capital and Regional Measure 2 Operating

Fiscal Impact: Funds included in FY 2010-11 agency budget

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a funding agreement amendment to integrate ClipperSM functionality into the VTA ticket vending machines and the Chief Financial Officer is authorized to set aside funds up to \$250,000 for such funding agreement amendment.

Operations Committee:

Jake Mackenzie, Chair

Approved: Date: April 8, 2011

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment(s)

Work Item No.:	105-1221
Contractor:	Nematode Holdings, LLC San Francisco, CA
Project Title:	Bay Crossings Store Operations in Ferry Building
Purpose of Project:	Provide in-person Clipper SM customer service, such as card replacement and issuance of Senior and Youth cards.
Brief Scope of Work:	Contractor shall provide trained staff to support a range of Clipper SM customer services using Clipper SM equipment and backend systems through FY 2011-12.
Project Cost Not to Exceed:	\$167,000 (this amendment)
Funding Source:	Original Contract = \$154,980 Regional Measure 2 Marketing and Regional Measure 2 Operating
Fiscal Impact:	Funds dependent on the approval of Regional Measure 2 Operating and Marketing funds in the FY 2011-12 agency budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into one or more contract amendments with Nematode Holdings for the purposes described herein and the Chief Financial Officer is authorized to set aside funds up to \$167,000 for such amendments.
Operations Committee:	<hr/> Jake Mackenzie, Chair
Approved:	Date: April 8, 2011